

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

January 21, 1999
Chandler Police Department
Chandler, AZ

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman	Gail Denney, Scottsdale
* Dan Schultz, Apache Junction	*Ken Blume, Surprise
Naoma Sloan, Avondale	Susan Williams, Tempe
* Velma Washington, Buckeye	*Jeff Walter, Tolleson
Dave Neuman, Chandler	Rubin Madrid, Wickenburg
* Gloria Jones, El Mirage	*Danielle Teran, Youngtown
Janet Laird, Gilbert	*+Carol McLeod, ASU
* Sheila Pattee, Glendale	+Barbara Jaeger, ADOA
Kay Morrow, Goodyear	*+Fred Christley, Capitol Police
Joe Noce, Mesa	*+Debbie Henry, DPS
Jean Maiocco, Maricopa County	+Mark Bach, Ft. McDowell Indian Community
* Phil Stenholm, Paradise Valley	+Michelle Greene, Luke AFB
Viola Bent, Peoria	*+Harry Beck, Phoenix Fire
* Curtis Thomas, Salt River Pima-Maricopa Indian Community	*+Harold Pierson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Jim Wortham, Phoenix	Debby Mannheimer, U.S. West
Mary Dysinger-Franklin, Phoenix	Linda Sorensen, U.S. West
Jim Martin, Pinal County	Larry Poe, U.S. West
Dennis Donna, Mesa	Mary Smith, Phoenix
	Donna Nabower, MCSO

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 10:10 a.m. with introductions.

2. Approval of the December 8, 1998 PSAP Managers Meeting Minutes

Joe Noce moved, Gail Denney seconded, and it was unanimously carried to approve the December 8, 1998 PSAP Manager's meeting minutes.

3. U.S. West Maintenance Report

Larry Poe, U.S. West technician, reported that presently there was nothing new. Gilbert has an additional 911 trunk and Chandler to get two additional trunks soon.

Sheila Pattee, Glendale, mentioned her agency is receiving 2-3 minor alarms a day with no report on why. Larry said that he would get with Minneapolis to find out why and correct the situation. Viola Bent, Peoria, stated they are getting some alarms also. Larry said that Peoria has had several problems. One was trunk 3 was not transferring or taking calls. He found that the MUT in the SE central office was bad on that trunk and causing the transfer problems. He also found a CRU down that was replaced.

4. U.S. West Customer Service Report

Debby Mannheimer, U.S. West, stated that Al Macaluso has taken another job and has temporarily been replaced with Linda Sorensen.

Linda and Debby provided a copy of the new area code map and list of prefixes with the corresponding area code. Linda mentioned that permissive dialing should start sometime in March. Some central offices are not ready yet to begin with the new area codes. November 1 should begin the mandatory dialing of the new area codes.

Linda also mentioned that last week U.S. West announced that they were selling off central offices. She provided the group with a list of those central offices. Linda stated that U.S. West is looking to sell these offices to companies with a track record of good service, not new start-up companies. She is talking with those in U.S. West to make this a smooth transition and that it should be just an integration of 911 like other areas in the system.

Gail Denney questioned Linda regarding the new area code boundaries. Linda stated that the new area codes are not geographically bound but actually central office bound which don't necessarily go along city boundaries.

Joe Noce, Mesa, asked Linda about LNP and the new area codes. She said she was not sure but Jim Wortham mentioned that he had heard at the Arizona Corporation Commission that the new companies recognize the area code boundaries.

The ANI spill pertaining to the new area codes was discussed. Presently 0 represents the 602 area code and 1 for the 520 area code. It is still not known what number (2 or 3) will represent the 480 and the 623 area codes. Like now the ALI will still display the whole area code.

5. ADOA Report

Barbara Jaeger, ADOA, stated that she received materials on Y2K from FEMA but was unable to bring it because it had been damaged in shipping and was still drying out. She would get that together and send it out to the PSAPs.

Barbara mentioned that the state is putting together an RFP for 911 Customer Premise Equipment to be put on state contract. They met with procurement the other day to set up the guidelines. Because they want several options such as analog, 1A2 key compatible, and CRI based equipment any equipment that meets the specifications and the review of the committee will be put on the contract.

Barbara reported that the consultant study for the 911 office has been awarded but she is not at liberty to release the name. The company is out of the east with experience in 911 development, procedures, and evaluations.

Barbara stated that they have requested the access line report from the telephone companies, which is due back in the office by February 15. She mentioned that they are still trying to work out how to mandate the wireless providers to furnish public information. It is being added to the administrative code but may get some objections through the process.

Cochise County is working on their database prep for the city of Wilcox. The service plan has recently been approved for Huachuca City, the Douglas area, Benson, and Bisbee. New equipment has been installed at seven PSAPs in the Northeastern Users Association that included a new address management system. It's different that in Maricopa County in that there is no centralized database. It is a premise database with seven redundant sites. Mohave County Users Association is in the process of signing contracts with Citizens Telecomm for TCI equipment with completion expected in the next 2-3 months. Yuma Police is moving to a new building and getting their upgrade in the process. They will be installing Positron Power 911.

The Pima County Phase I pilot project is at a standstill as Barbara waits for information back from the Joint Legislative Budget Committee. The committee has to approve any funding for FCC mandate 94-102 proposals. This was a change in the legislation this past year in order to protect the money in reserve for 94-102. Joe Noce mentioned that he has noticed on his Sprint PCS bill that they have been charging him 69¢ and 74¢ the past few months. He has made an inquiry and will pass that information on when he receives it.

Barbara mentioned that she just received the order they had put in on shirts with the state logo. These shirts can be used for individual agencies and can have headers and footers added in order to customize. She is putting together another order if anyone is interested or anyone can go to Strawberry Sportswear to place an order. The price for these shirts is approximately \$28.00 each.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim Wortham stated that one of the things the committee is working on is the composition of the subcommittee. It started out with the 10 agencies involved with the wireless selective routing issues. With the committees approval we will be changing the times and dates to coincide with this committee in order to meet quorum requirements that on occasion has not been met.

Jim mentioned that he has been working on the RFP for our systems performance audit

consultant study. He has also been involved with the state's consultant study RFP that will be completed before we start on the study for our system.

Jim stated the committee has been working on alternate routing opportunities. Some agencies have completed the condition 4 routing for their agencies which would route 911 calls to a 7-digit number should there be an umbilical or other type of failure. We are looking at using an alternative carrier or provider for that service.

Jim reported that we have just about completed the conversion for the common signaling protocol for the wireless providers. For those agencies that answer wireless selectively routed calls your seeing all seven wireless providers now with the proper information. There is still one provider yet to complete conversion. Cellular One would once in awhile present 24 calls to MCSO. The problem was a timing frame problem that has been corrected. Jim thanked Jean Maiocco for her help in tracking these problems.

Gail Denney asked Jim about a problem with wireless phones inadvertently dialing 911, sometimes which she thought might be caused by something pressing on the phone's buttons. Jim asked her if she knew which provider these where occurring with but Gail stated she would have to research that. Jim said he would provide everyone with the phone list of the Network Operation Centers so that the agencies could contact them when they discover a problem. Jim stated that two new providers are turning up service soon, Teligent and Optel. Some of these new providers are using other agencies other than MCSO as the default based on services areas.

Jim reported that with the new area code split, the wireless providers that we currently have will remain in the 602 area code. As new companies come in and acquire new prefixes they will accept the area code for that MTSO switching site.

Jim welcomed back Linda Sorensen.

7. MSAG Information Report

Jean Maiocco reported that Donna Nabower is the new MSAG coordinator but has only been on board for a few weeks and was still in training. She asked that we start calling Donna at 256-1859. Jean mentioned that she and Donna have everyone's 701 and 709 error reports with them. The last reports had 1500 records in error. She also said that the new MSAG was mailed last week so if you didn't get yours let her know.

Jean reported that U.S. West and SCC will be doing a "recon" shortly that sometimes turns out addresses with the mailing community rather than the service community. The SCC analyst for our area has a program that stores frequent corrections that she can make but Jean is not sure she will be able to make those corrections with this "recon".

Jean mentioned that Tracy, our SCC analyst, did get behind on the daily error lists but is caught up now and will again begin sending her the errors daily. Jean stated that everyone will still receive the monthly 701 and 709 reports that contain all errors that were not corrected from the daily reports.

8. Alarm Company Responses

Gary Elliott reported that he encountered a situation recently and had some concerns so he wanted other agencies to be aware of what is happening. He reported that Rural Metro sells a service to the elderly where the elderly person is scheduled to call in at specific times. If a subscriber does not call at their designated time Rural Metro makes an attempt to call. If that call is unsuccessful they call the police agency of the subscriber's jurisdiction to do a "check welfare" for that person. Gary mentioned that this has been going on for 6 years but he was not aware of it. He says that Phoenix is looking into how they will handle these calls but personally felt since Rural is receiving money for this service they should be doing the checks. Phil Stenholm, Paradise Valley, said that because Rural Metro services Paradise Valley they send someone from their organization to do these welfare checks. He thought they did the same in Scottsdale. Patti Walton, Chandler, felt that they should ask Rural Metro if this is a true medical alarm or a "check welfare".

Jim Wortham brought up three items that should be discussed by the PSAP Manager at their agency: 1) How does each agency handle these types of calls? 2) Is it a big problem? 3) How should we deal with it if it is a problem? Gary asked that everyone check with his or her agency on what position his or her agency wants to take and it will be discussed at the next meeting.

9. Maricopa County N11 Update

Jim Wortham mentioned that there is renewed interest in N11 or abbreviated dialing because of the new area codes being implemented. He stated that the technical committee presented a plan a year ago to set aside three numbers for this purpose. Jim said that MAG agreed to the plan that if anyone wanted to go with an abbreviated dialing plan everyone in the county would do it in a similar fashion. One plan mentioned was to use 311 for non-emergency police, 211 for non-emergency fire/EMS, and 511 for government access. This would allow areas like Paradise Valley and other cities with more than one area code to eliminate the resident having to look up and then dial 10 digits to reach a government agency. Jim mentioned that in meeting with the U.S. West network group their Advanced Intelligent Network (AIN) is doable for this type of thing. He mentioned that one of the issues is the ability to use the 911 database and ESN for routing. Jim also reported that legislation passed last year, but it has not been tested yet, dealing with the abbreviated assignment by the Arizona Corporation Commission (ACC).

Jean Maiocco asked about the original idea that we did not want to support N11. Phil Stenholm, Paradise Valley, mentioned that because Paradise Valley is being broken into two area codes he felt that the town leaders would probably now want to support an abbreviated dialing. Gail Denney agreed with Phil and said Scottsdale would be the same. Joe Noce agreed and mentioned that early on when we only had one area code and because of the cost it would be best to stay with the 7-digit number. Now that we are adding two additional area codes some agencies are looking towards some sort of abbreviated dialing. He mentioned that the 211, 311, and 511 proposal was one option brought forth, another was to use only one abbreviated number. Looking at the map he stated that Paradise Valley, Scottsdale, Phoenix, and maybe even Chandler will be dealing with 2 or 3 area codes. This means they would have to come up

with several numbers to keep them from having to dial 10 digits. He also mentioned that he heard from the national APCO 911 committee that the Department of Justice (DOJ) is looking for funding for 311 and they are looking at the 911 funds. Jim stated that California is using the 911 funds for 311.

10. Meeting Changes

Gary Elliott stated that because of problems attaining quorum there has been some discussion about making the PSAP manager and Technical subcommittee meetings quarterly instead of bimonthly as they are presently. Gary asked if there was further discussion. Phil Stenholm stated that because of the new area code implementation and other issues pending he felt it best to stay with the bimonthly meetings. Joe Noce agreed with Phil about keeping the meetings bimonthly for now. With no further discussion Gary asked if there was a motion to make the meetings quarterly. No motion was entered, therefore the meetings will remain bimonthly. Jim Wortham asked if it would be possible to keep both meetings on the same day as was done the last two meetings. With no objections stated the meetings would be held on the same day.

Chairman Elliott thanked Patti Walton and Dave Neuman from the City of Chandler for hosting the meeting.

Next meeting was scheduled for Thursday, March 25, 1999 at **9:00 a.m.** The meeting will be held at:

**Scottsdale Police Department
9065 E. Via Linda
Scottsdale, AZ 85258**

The meeting was adjourned at 11:20 a.m.